



STATE OF MAINE
Department of Public Safety
Consolidated Emergency Communications Bureau
42 State House Station
Augusta, Maine
04333-0042

JOHN ELIAS BALDACCI
GOVERNOR
COMMISSIONER

ANNE H. JORDAN

Re: Docket No. 08-51

Petition for a Notice of Inquiry Regarding 911 Call-Forwarding Requirements and Carriers' Blocking Options for Non-Initialized Phones

The Maine State Department of Public Safety, Consolidated Emergency Communications Bureau operates four of the twenty-six Public Safety Answering Points (PSAP) in Maine.

From January 1, 2007 through March 31, 2008, the total E911 calls received in these four centers was 347,614 calls. Of these calls 24,202(6.9%) were from Non-Initialized cell phones.

We support the use of these phones for some of the emergency situations that they are distributed for and agree that they serve a very useful purpose; however, of the over twenty-four thousand calls that have been received by our Operators, only a couple ever remember the caller actually needing assistance.

On one occasion a non-initialized phone made over 120 calls in a three-day period. On another occasion one phone made 26 calls in one day.

As stated before, we agree with and support the need for the use of a non-initialized phone in emergency situations, but our centers need to have a fast and reliable means to locate the caller and owner of the phone so we may either provide the emergency response needed, or deal with the individuals making the nuisance calls. The time taken away from real emergency calls is counterproductive to those who are in need of service.

Respectfully Submitted,

Cliff Wells, Director
Consolidated Emergency
Communications Bureau

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EXCELLENCE

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